



National Grid Gas Distribution Stakeholder Advisory Panel 29th April 2014

Meeting 4 - Notes and Actions

Panel Attendees

Mike Foster (Chair)
Audrey Gallacher
Basil Towers
Emma FitzGerald
Richard Court
Ann Marie Ward
Tracy Hine
Jeremy Nicholson
Nick Terry

In attendance/facilitators Stuart Rickerby

Apologies
Deborah Binks-Moore
George Mayhew
Neil Robertson

Summary of Meeting/Key Minutes

Panel meeting commenced with welcome & apologies.

Tracy Hine provided a safety moment - working at heights and Carbon Monoxide (CO) awareness including how to spot the signs of CO poisoning.

Mike gave an overview of the agenda and timings for the meeting.

Mike led a group review of the actions log and approved the minutes from the last meeting

The main focus points of the meeting were group discussions on;

- An overview of Gas Distributions 2017 vision and ambition
 - group discussion on how our panel can help us to achieve our vision and ambition
- Gas Distributions 2013-14 Stakeholder Incentive submission
- our vulnerable customer strategy and ambitions (deep dive activity)
- an overview of our connections process, including our ongoing initiatives
- an overview of our street-works initiatives



- our annual stakeholder consultation process and our new stakeholder commitments for 2014-15
- open discussion points for the panel to provide their thoughts/ideas and comments (on all the above items).

A number of insights were also discussed at the meeting

Actions Log – On-going Actions:

Action reference	Action	By who	By When	Status
25_10_13_7	Investigate and determine how we can identify which C-Sat questions our customers value more than others. One option could be to add a question to the survey to help to determine this. Update: <u>Revised set of survey questions shared with Ofgem on 4th Feb, 4 additional questions - 3 based around demographics "age, gender, employment status & 1 around what aspect of the service was most important to them. Covering letter also simplified. Ofgem have requested additional supporting information before we resubmit for Ofgem's formal response.</u> Update – April 2014; progress update to be shared at next panel meeting in July 2014	RC/TH	In preparation for the next panel meeting	On-going
24_02_14_4	Discuss the outputs of our employee opinion survey at the next panel meeting on the 8 th July 2014 <i>subject to results being released by this date</i>	RC/TH	In preparation for the next panel meeting	On-going
24_02_14_6	Produce a separate panel report covering panel insights, challenge areas and our progress made in light of this feedback. Panel Chair to arrange and lead this session and compile the annual panel	MF/BT/NR/NT/AG JN	In preparation for the next panel meeting	On-going



	report. This report will be shared & discussed at the next panel meeting on the 8 th July 2014			
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New Actions:

Action reference	Action	By who	By When	Status
29_04_14_3	Provide (02 contact details) to RC and TH	NT	01/07/2014	New Action
29_04_14_4	Provide McDonalds contact details to RC and TH	BT	01/07/2014	New Action
29_04_14_5	Bio-methane activities to be discussed at panel meeting in July 2014	RC and TH	8/07/2014	New Action
29_04_14_6	Consumer Futures and Gas Safe to be added as members of the NGGD led Vulnerable Customer Working Group. TH to pass contact details onto group chair	TH	8/07/2014	New Action
29_04_14_7	Discuss and share how Corporate Affairs supports Gas Distribution to help achieve its stakeholder ambition.	GM	8/07/2014	New Action

Closed Actions:

Action reference	Action	By who	By When	Status
25_06_13_1	Issue slides to panel members	TH	With minutes	Complete
25_06_13_2	AG to confirm acceptance of role of deputy chair	TH	ASAP	Complete - accepted
25_06_13_3a	Circulate output from the session (incl 1 page vision	TH	With minutes	Complete
25_06_13_3b	& forward plan)		End July	
25_06_13_5	Circulate views of NGGD	TH	With	Complete



	engagement		minutes	
25_06_13_6	Biogs to be circulated to be updated/agreed by members	All	End July	Circulated – comments received at meeting
25_06_13_7	Propose dates for next 12 months meetings	TH	With minutes	Dates circulated
25_10_13_1	Biogs to be shared in the public domain (once Ann-Marie's, Neil's, Basil's have been amended) as per feedback at the meeting. Update: Biogs updated and uploaded onto Talking Networks	TH	09/12/2013	Closed
25_10_13_2	Collate our social media monitoring and incorporate findings into our sentiment analysis. To be presented at the next meeting Update: <u>Discussed as part of slide deck, Agenda item 6</u>	TH	In preparation for the next panel meeting	Closed
25_10_13_4	Determine our corporate communications strategy with regards to a "domestic energy bill". Focus on the starting point of what the customer receives & how we spend our profit. Update to be discussed with panel at the next meeting. Update: <u>Discussed as part of slide deck, Agenda item 4</u>	RC/TH	In preparation for the next panel meeting	Closed
25_10_13_8	Present our Stakeholder Strategy including timeframes for engagement at the next meeting Update: <u>Discussed as part of the slide deck, Agenda item 3</u>	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_1	Circulate customer satisfaction survey questions to panel members	SR	28/02/2014	Closed
25_10_13_3	Present an overview of our connections process <u>at the next meeting</u> , detailing the customer touch points and the different	RC/TH	In preparation for the next panel	Closed



	customer groups along with the initiatives (on-going & completed) devised to address stakeholder feedback. <u>Update:</u> <u>Discussed at panel meeting in April 2014</u>		meeting	
25_10_13_5	Provide EDF contact details to TH to understand what they have done to move towards being a customer focussed organisation. <u>Update:</u> <u>Contact made with Selvin Roberts from EDF – awaiting contact name/details to discuss/progress.</u>	TH/SR	21/03/2014	Action to be progressed offline
25_10_13_6	Liaise with UKPN (Neil to provide contact to TH&RC) TH&RC to understand how they manage their customer relationships in relation to capacity charging <u>Update:</u> <u>Contact made with Murdo Allan for UK Power Networks – awaiting contact name/details to discuss/progress</u>	TH/SR	21/03/2014	Action to be progressed offline
25_10_13_10	NR to liaise with TH around the “Challenging Groups” strand of a National Grid led group which TH needs more background info on. Update April 2014; NG contact name provided to TH. To be progressed offline	NR/TH	21/03/2014	Closed
25_10_13_11	NR to provide a steer/share the outputs of a study that Northern Power & Northern Water carried out regarding a £1 investment into a utility company to RC & TH. It was also noted that Standard Chartered has also done something similar in this space. <u>Update:</u> <u>United Utilities have added some</u>	NR	21/03/2014	Closed



	<u>good info onto their web site around explaining where their customers money goes, not a case study as such but good info nevertheless</u> http://www.unitedutilities.com/value-for-money.aspx			
24_02_14_2	Discuss ambition/outcome context metrics at the next panel meeting on the 29 th April 2014. Update: Discussed at April 2014 meeting	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_3	Discuss our street works initiatives at the next panel meeting on the 29 th April 2014. Update: Discussed at April 2014 meeting	RC/TH	In preparation for the next panel meeting	Closed
24_02_14_5	2014-15 work plan to be created and reviewed by panel at the next panel meeting on the 29 th April 2014. Update: Work plan discussed and agreed April 2014	SR	In preparation for the next panel meeting	Closed
25_06_13_4	Contact to be made with panel members prior to meetings (2 weeks in advance) to determine any hot topics/deep dives to be discussed at the upcoming meeting	MF	2 weeks prior to meetings	Business as usual
25_10_13_9	Produce a leadership "At a Glance" update for Emma Fitzgerald detailing the key insights from this meeting, output to be fed into the Exec. Update: <u>DEC slides to be produced and presented to DEC following each panel meeting covering insights from each panel meeting</u>	RC/TH	After each panel meeting	Business as usual
25_10_13_12	Circulate minutes & actions once agreed with Mike Foster	SR	After each panel meeting	Business as usual
29_04_14_1	Updated 2014-15 work plan to be circulated to panel members. Update 24/06/14: Work plan updated and circulated to panel	SR	24/06/2014	Completed



29_04_14_2	Provide OFCOM (Emergency Service) contact details to RC and TH. Update 24/06/14: AG provided contact details to SR (details forwarded onto TH)	AG	01/07/2014	Completed
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